



## **MINIJUST**

Po Box 160 Kigali - Rwanda

Tél: +250 252 586398 - +250 252 586561

Fax : +250 252 586509

E-mail: [moj@minijust.gov.rw](mailto:moj@minijust.gov.rw)

Website: [www.minijust.gov.rw](http://www.minijust.gov.rw)

# **MINIJUST CITIZEN'S CHARTER**

**December, 2011**

## **Foreword**

It is my pleasure to present to you this Service Charter for the Ministry of Justice (MINIJUST).

This Service Charter has been prepared in tandem with the Government's reform agenda and in the spirit of being responsive to effective service delivery, transparency and accountability.

This service charter spells out the role of MINIJUST, and highlights the services offered and requirements therein. It lists the service centers at which our services can be accessed and the guiding legal instruments.

The development of this Charter signifies our commitment to serve our clients with a view to creating a better understanding and enhancing our service delivery.

**KARUGARAMA Tharicisse**  
**Minister of Justice/Attorney General**

The present Citizen's Charter reflects the service provided by MINIJUST to its customers. Therefore, it contains different services, service standards, service delivery methods and timelines, grievance mechanisms. This citizen's charter shows the following elements:

- Vision and Mission statement of the MINIJUST which affirms its commitment to deliver the services with:
  - Integrity
  - Judiciousness
  - Courtesy
  - Understanding
  - Objectivity and impartiality
  - Transparency
  - Accountability
  - Promptness
  - Efficiency and effectiveness.
- Details of services delivered by the MINIJUST:
  - Specification of services provided by MINIJUST,
  - Clear identification of the department to be approached or where specific services can be obtained. In this way citizens will know which office to approach and save time and energy;
  - Clear statement of the time it takes to deliver each service. This provides citizens with useful information and will prevent them from back and forth.
  - Setting of service quality standard by specifying service standards in term of timeliness, access, accuracy, reliability, affordability, responsiveness, fairness, sensitivity and courtesy in service delivery; On the basis of this, citizens can expect improvement
  - Clear information about the required document and procedures to get a service in MINIJUST. For example, the documents to be shown, the available forms to be filled in.
- Details of the 'Citizens', groups/end users or People who are eligible for each service offered by MINIJUST
- Contact information of key officers in charge of these services
- Complaint procedures or grievance redress mechanisms and how to access them
- Feedback mechanisms for interaction with Citizens to continuously improve services
- Information and dissemination for availability and visibility for services.

This Citizen's Charter is a tool to increase the information available to customers of MINIJUST and sets standards for transparency in public services. It is expected that through Citizen's Charter, MINIJUST's Clients will have faster access to services, setting an end to tremendous time wasting and delays in services delivery process.

Considering that its services have to be responsive to high expectations from citizens, MINIJUST commits to inform them what services are available to them and what their rights and obligations are in accessing these services.

### Feedback mechanism

Realizing that MINIJUST cannot go this route alone, it thus invite the citizens to keep a hawk's eye on its employees, to be correct, realistic and comprehensive in furnishing information to better meet their expectations and root out all activities which negate service delivery improvement.

Indeed, for a better implementation of this Citizen's Charter, MINIJUST expects continuous interaction with citizens seeking its services. For this, MINIJUST has developed the following instruments in order to actively obtain feedback from its clients:

- Citizens' feedback form available at each department;
- Suggestion box at entrance;
- Open days/Accountability day
- Citizen panels, focus groups
- Hot line services;
- Customer surveys
- Grievance redresses mechanism or Complaints Systems in order to offer customers an immediate channel for feedback mechanism regarding the service they received.

This Citizen's Charter specifies also what actions will be taken when a service is not delivered, as it should. Thus, MINIJUST encourages its clients to give their feedback through the complaints mechanisms that are accessible, approachable and open to all. It goes without saying that the MINIJUST takes these complaints seriously and adopts prompt and proper action in a timely manner (fashion). Ideally, a time frame for dealing with these grievances and redresses has been set. The MINIJUST is willing to share a more systematic review of the grievances with its clients. The key following elements will be considered during the implementation process of this Citizen's Charter:

- Establish regularly the channels through which users can log grievances. Potential channels include a website, text messaging, and customer surveys at the point of service delivery, complaints boxes, mail, and phone.
- Assign grievance redress responsibilities within the MINIJUST and outline the internal grievance redress process for addressing each grievance subcategory.
- Devise standardized internal processes for logging grievances. Grievances can be logged either manually or, if resources allow, using a computer-based system that permits the MINIJUST to identify "real-time" trends in the data.

- Set a clearly defined timetable for grievance redress, including time to initial acknowledgement of the complaint (if complainant is not anonymous), expected time to resolution for each stage of the investigation, and the time frame for updating beneficiaries on progress.
- Decide what measures will be taken if there is a violation of service standards.
- Establish a monitoring and evaluation system to monitor trends in grievances data.

For encouraging communication, feedback and dialogue on the implementation of its Charter, MINIJUST commit to use new media and ICT such as sms, email, twitter, facebook, etc..., and any combination of these technologies.

To improve continuously the service delivery, MINIJUST is considering using the tools and techniques below in the implementation process of the present charter:

- service delivery review;
- benchmarking with best practice;
- performance management;
- training, learning and knowledge management;
- empowerment or delegation of authority;
- diligent complaints management;
- information management.

## **Information and communication**

Considering that information is the cornerstone of implementing and monitoring of Citizen's Charter, this Citizen's Charter will be delivered through various dissemination technologies and publicized widely through websites, radio, newspapers etc. to reach the public. Thus, MINIJUST will seek to use the following channels to ensure maximum availability and visibility of its services to users and stakeholders:

- Public relations/information desk.
- Open day/Accountability day
- Publication of promotional material:
  - Leaflets,
  - Posters
  - Press releases
- Publications and creation of booklet: Production of brochures or handbills. The information contained in the brochure must be concise, clear, simple and easy to understand. The brochures should also easily be obtained;
- Print the Charter and display in front of the office and formally issue the Charter and place it on website;
- Formal announcement and publication in newspaper;
- Messages broadcasted on radio and television;

- Discussions on call-in radio and television shows;
- Internet and continuous update of the public institution web site:
  - Search engines
  - Public Websites
  - Partner Websites
  - Restricted Website
- SMS directions where to find the Charter;
- Distribution of copies to public representatives and key stakeholders;
- Newspaper articles;
- Conferences and other targeted events related to service delivery improvement.
- Trainings and orientation sessions to employees and their representatives.
- Other (mailing lists, web forums).

In brief, our customers include general public, government institutions, researchers and students, private companies, donor agencies and international organizations, local communities and local authorities,.

### **Commitment to our clients:**

This charter is a commitment by the MINIJUST to provide high quality services to all our stakeholders/ customers. We in this regard endeavour to serve you effectively, with due diligence and professionalism. We shall uphold the utmost integrity in the delivery of our services.

### **Expectations from customers:**

In order to serve you better, you can help us improve performance by:

- Treating MINIJUST staff with courtesy and respect;
- Abiding by the regulations governing the provision of legal services to the public;
- Suggesting ways of improving our services at MINIJUST;
- Providing the MINIJUST with adequate feedback on service delivery through various dissemination technologies;
- Addressing all complaints/compliments/suggestions to relevant department.

### **Contact:**

#### **MINISTRY OF JUSTICE**

Po Box 160 Kigali - Rwanda

Tél +250 252 586398 - +250 252 586561

Fax : +250 252 586509

E-mail: [moj@minijust.gov.rw](mailto:moj@minijust.gov.rw)  
Website: [www.minijust.gov.rw](http://www.minijust.gov.rw)

We shall acknowledge receipt and respond to all complaints made within 3 working days.

If the matter requires more investigation and time to be resolved, we shall inform you of the intended course of action and time frame of response.

## **1. INTRODUCTION**

Ministry of Justice is one of the Rwanda Government ministerial departments.

## **2. VISION**

The vision of the Ministry of Justice is to promote and facilitate the rule of law in the country; emphasizing equality of all persons before the law and ensuring that judicial institutions are effective and efficient in the provision of legal services to the public.

## **3. MISSION**

The mission of Ministry of Justice is to organize and oversee the promotion of the rule of law and justice for all. As its mission, the Ministry exists to promote and facilitate the rule of law, put in place a legal framework for good governance and ensuring effective delivery of legal services to the public as well as promoting reconciliation among Rwandans.

## **4. CORE FUNCTIONS**

The Core functions of MINIJUST are the following:

- Develop and disseminate sector policies, strategies and programmes
- Organise and Coordinate national legislation
- Provide Legal Advice to the Government and its allied institutions on all legal matters;
- Effects administration of Law and Justice as well as constitutional governance;
- Promotes adherence to the rule of law and natural justice
- Provides legal representation to the Government and its allied institutions;
- Provides legal advice to all the institutions of the State;
- Represents the Government in disputes to which it's a party at the national and International Level;
- Insure institutional capacity development of the ministry and its allied institutions
- Monitor and evaluate the implementation of sector and sub-sectors policies, strategies and programs
- Coordinates donor activities in the Justice Sector

## **5. CORE VALUES**

Being an Institution mandated to instill the rule of law in the country, the Ministry puts the following values at its fore front: Professionalism, innovation, integrity, team work, transparency, accountability and

fairness.

## 6. Services offered by MINIJUST

### 1. Type of service: Civil Litigation Services

<b>What is the service? Am I eligible?</b>	Civil Litigation Service to anybody who needs it
<b>Department to be approached</b>	Civil Litigation Service
<b>When can I access the service?</b>	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
<b>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</b>	15 days after the decision awarding damages is taken in out of court settlement or the request of judiciary decision execution
<b>What, if any, are the costs for accessing the service?</b>	Free of charge
<b>What documents are required?</b>	In out of court settlement: <ul style="list-style-type: none"> <li>- Request to Minister / Attorney General</li> <li>- Support Document</li> </ul> In case of court decision execution: <ul style="list-style-type: none"> <li>- submit to the Minister /Attorney General the enforceable decision</li> <li>- Personal Identification</li> <li>- Bank Account Number</li> </ul>
<b>What is the procedure?</b>	Submit the request to Minister/Attorney General accompanied with supporting documents
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	<ul style="list-style-type: none"> <li>- Police</li> <li>- Courts</li> <li>- Health Services</li> <li>- RRA</li> </ul>
<b>Is there a complaint procedure?</b>	The complaint can be addressed to the AAG Civil Litigation , and when not solved, contact the Permanent Secretary/Deputy Attorney General/; and when not satisfied, contact the Minister/ Attorney General
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit MINIJUST website: <a href="http://www.minijust.gov.rw">www.minijust.gov.rw</a> for information. For further information call on this telephone number: +250 252 586398 - +250 252 586561; or 07 88 30 10 96 during office hours.
<b>Available forms</b>	None
<b>Relevant legal documents</b>	Judiciary , Administrative and Civil Laws

## 2. Type of service: Notary Services/Community Program, Human Rights Aid and Legal Services

<b>What is the service? Am I eligible?</b>	Notary Services to anybody who need them (deeds to be used abroad): <ul style="list-style-type: none"> <li>• Authenticating documents by their signing;</li> <li>• Legalizing signatures found on documents;</li> <li>• Issuing copies of his own affidavits;</li> <li>• Drafting contracts;</li> <li>• Executing court orders when so required by law;</li> <li>• Advising/counseling customers on his own services</li> </ul>
<b>Department to be approached</b>	Community Program, Human Rights and Legal AID Services
<b>When can I access the service?</b>	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
<b>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</b>	1 day maximum
<b>What, if any, are the costs for accessing the service?</b>	It depends on the documents for notification
<b>What documents are required?</b>	- Original document for notification: - Copies to be notarized - Receipt for notary fees ( proof of payment of notary fees ) from RRA
<b>What is the procedure?</b>	Submit the document to be notarized in the Notary Service Office , during office hours
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	RRA for payment
<b>Is there a complaint procedure?</b>	The complaint can be addressed to the Assistant Attorney/ Community Program, Human Rights and Legal AID Services; and when not solved, contact the Permanent Secretary /Deputy Attorney General
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit <a href="http://www.minijust.gov.rw">www.minijust.gov.rw</a> or <a href="http://www.amategeko.net">www.amategeko.net</a> for information. For further information call on this telephone number: +250 252 586398 - +250 252

	586561 during office hours.
<b>Available forms</b>	None
<b>Relevant legal documents</b>	Presidential Order N° 29/01 of 05/07/2005 in Official Gazette of the Republic of Rwanda n° 15 of 1er August 2005

### **3. Type of service: Legal Entity/Legal personality for non Profit Organization (NGOs/ Asbl)**

<b>What is the service? Am I eligible?</b>	Legal Entity or Legal personality granted to a non-profit (NGOs/asbl) making association by the Minister having justice in his portfolio.
<b>Department to be approached</b>	Community Programs, Human Rights and Legal Aid Services
<b>When can I access the service?</b>	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7: 00 am to 12:00 pm
<b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b>	30 days. The law provides 6 months from the application's deposit date
<b>What, if any, are the costs for accessing the service?</b>	Free of charge
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>- A request letter addressed to the Minister of Justice/ Attorney General</li> <li>- 4 notified copies of the statute</li> <li>- 4 notified copies of minutes of general assembly meeting approving the request (eg. Election of leaders, approval of statutes etc);</li> <li>- Original certificate of provisional authorization issued by District Authority, Province authority or Ministry in charge of activities to be accomplished by the new NGO. District Authorization apply to all applicants, however Provincial and Ministerial authorization shall apply only if the applicant wishes to operate in territory of the Province or National level;</li> <li>- 4 notified copies of declaration of acceptance of duties of new Legal Representatives;</li> <li>- 4 notified copies of Lists of Members (signed and include identity and contacts of each member).</li> <li>- Police clearance for each person to be approved as Legal representative or</li> </ul>

	Deputy Legal Representative. - Soft copy of the Statutes of NGO
<b>What is the procedure?</b>	The File should be deposited at the Reception. It is advisable to make follow-up of the file progress through the person in charge of the service
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	- Province, District, Local authorities for provisional authorization - NPPA for Police clearance
<b>Is there a complaint procedure?</b>	The complaint can be addressed to the Assistant Attorney/ Community Program, Human Rights and Legal AID Services; and when not solved, contact the Permanent Secretary /Deputy Attorney General. A last complaint should be lodged in written letter to the Minister
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit MINIJUST website: <a href="http://www.minijust.gov.rw">www.minijust.gov.rw</a> for information. For further information call on this telephone number: +250 252 586398 - +250 252 586561/ +250788618167, during office hours.
<b>Available forms</b>	None
<b>Relevant legal documents</b>	Law n° 20/2000 of 26/07/2000, relating to Non Profit Making Organisations

#### **4. Type of service: Request for Approval of legal Representatives of NGOs**

<b>What is the service? Am I eligible?</b>	Request for Approval of legal Representatives of NGOs
<b>Department to be approached</b>	Community Programs, Human Rights and Legal Aid Services
<b>When can I access the service?</b>	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
<b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b>	30 days. The law provides for 6 months
<b>What, if any, are the costs for accessing the service?</b>	Free of charge

<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>- A request letter addressed to the Minister of Justice/ Attorney General</li> <li>- 4 notified copies of minutes of general assembly meeting approving the request (eg. Election of leaders, approval of statutes etc).</li> <li>- 4 notified copies of declaration of acceptance of duties of new Legal Representatives.</li> <li>- 4 notified copies of Lists of Members (signed and include identity and contacts of each member).</li> <li>- 1 copy of statute, Ministerial Order granting legal personality and/or Ministerial Order approving Legal Representatives that was published in the Official Gazette of the Republic of Rwanda.</li> <li>- Police clearance for each person to be approved as Legal representative or Deputy Legal Representative.</li> </ul>
<b>What is the procedure?</b>	The File should be deposited at the Reception. It is advisable to make follow-up of the file progress through the person in charge of the service
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	<ul style="list-style-type: none"> <li>- District</li> <li>- NPPA for Police clearance</li> </ul>
<b>Is there a complaint procedure?</b>	The complaint can be addressed to the Assistant Attorney/ Community Program, Human Rights and Legal AID Services; and when not solved, contact the Permanent Secretary /Deputy Attorney General. A last complaint should be lodged in written letter to the Minister
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit MINIJUST website: <a href="http://www.minijust.gov.rw">www.minijust.gov.rw</a> for information. For further information call on this telephone number: +250788618167, during office hours.
<b>Available forms</b>	None
<b>Relevant legal documents</b>	Law n° 20/2000 of 26/07/2000, relating to Non Profit Making Organisations

### **5. Type of service: Request for change of Denomination of NGO**

<b>What is the service?</b>	Request for change of Denomination of NGO
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<b>Am I eligible?</b>	
<b>Department to be approached</b>	Community Programs, Human Rights and Legal Aid Services
<b>When can I access the service?</b>	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
<b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b>	30 days. The law provides for 6 months
<b>What, if any, are the costs for accessing the service?</b>	Free of charge
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>- A request letter addressed to the Minister of Justice/ Attorney General</li> <li>- 4 notified copies of the statute</li> <li>- 4 notified copies of minutes of general assembly meeting approving the request (eg. Election of leaders, approval of statutes etc).</li> <li>- 4 notified copies of Lists of Members (signed and include identity and contacts of each member).</li> <li>- 1 copy of statute, Ministerial Order granting legal personality and/or Ministerial Order approving Legal Representatives that was published in the Official Gazette of the Republic of Rwanda.</li> </ul>
<b>What is the procedure?</b>	The File should be deposited at the Reception. It is advisable to make follow-up of the file progress through the person in charge of the service
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	<ul style="list-style-type: none"> <li>- District</li> <li>- NPPA for Police clearance</li> </ul>
<b>Is there a complaint procedure?</b>	The complaint can be addressed to the Assistant Attorney/ Community Program, Human Rights and Legal AID Services; and when not solved, contact the Permanent Secretary /Deputy Attorney General. A last complaint should be lodged in written letter to the Minister
<b>Is there any additional information</b>	Always visit MINIJUST website: <a href="http://www.minijust.gov.rw">www.minijust.gov.rw</a> for information. For further information call on this telephone number: +250788618167, or +250 252

<b>regarding this service that is useful to know?</b>	586398 - +250 252 586561 during office hours.
<b>Available forms</b>	None
<b>Relevant legal documents</b>	Law n° 20/2000 of 26/07/2000, relating to Non Profit Making Organisations

### 6. Type of service: Request for NGO statute modification

<b>What is the service? Am I eligible?</b>	Request for NGO statute modification
<b>Department to be approached</b>	Community Programs, Human Rights and Legal Aid Services
<b>When can I access the service?</b>	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
<b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b>	30 days. The law provides for 6 months
<b>What, if any, are the costs for accessing the service?</b>	Free of charge
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>- A request letter addressed to the Minister of Justice/ Attorney General</li> <li>- 4 notified copies of the statute</li> <li>- 4 notified copies of minutes of general assembly meeting approving the request (eg. Election of leaders, approval of statutes etc).</li> <li>- 4 notified copies of Lists of Members (signed and include identity and contacts of each member).</li> <li>- 1 copy of statute, Ministerial Order granting legal personality and/or Ministerial Order approving Legal Representatives that was published in the Official Gazette of the Republic of Rwanda.</li> </ul>
<b>What is the procedure?</b>	The File should be deposited at the Reception. It is advisable to make follow-up of the file progress through the person in charge of the service
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional</b>	<ul style="list-style-type: none"> <li>- District</li> <li>- NPPA for Police clearance</li> </ul>

<b>documents)</b>	
<b>Is there a complaint procedure?</b>	The complaint can be addressed to the Assistant Attorney/ Community Program, Human Rights and Legal AID Services; and when not solved, contact the Permanent Secretary /Deputy Attorney General. A last complaint should be lodged in written letter to the Minister
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit MINIJUST website: <a href="http://www.minijust.gov.rw">www.minijust.gov.rw</a> for information. For further information call on this telephone number: +250788618167, during office hours.
<b>Available forms</b>	None
<b>Relevant legal documents</b>	Law n° 20/2000 of 26/07/2000, relating to Non Profit Making Organisations

### **7. Type of service: Changing of names**

<b>What is the service? Am I eligible?</b>	Changing names to anybody not satisfied / happy with his or her names and has justified reasons for that, has the right to change his/her names.
<b>Department to be approached</b>	Community Programs, Human Rights and Legal Aid Services
<b>When can I access the service?</b>	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
<b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b>	30 Days
<b>What, if any, are the costs for accessing the service?</b>	Free of charge
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>- Motivation letter addressed to the Minister of Justice/Attorney General;</li> <li>- Proofs motivating the request;</li> <li>- Certificate of birth</li> </ul>
<b>What is the procedure?</b>	The Motivation letter addressed to Minister should be deposited at the Reception. It is advisable to make follow-up of the file progress through the person in charge of the service
<b>What, if any, other institutions do I need</b>	<ul style="list-style-type: none"> <li>- District</li> <li>- NPPA for Police clearance</li> </ul>

<b>to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	
<b>Is there a complaint procedure?</b>	The complaint can be addressed to the Assistant Attorney/ Community Program, Human Rights and Legal AID Services; and when not solved, contact the Permanent Secretary /Deputy Attorney General. A last complaint should be lodged in written letter to the Minister
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit MINIJUST website: <a href="http://www.minijust.gov.rw">www.minijust.gov.rw</a> for information. For further information call on this telephone number: +250 252 586398 - +250 252 586561 during office hours.
<b>Available forms</b>	None
<b>Relevant legal documents</b>	Law regarding the Changing of names

### **8. Type of service: Waiving of Age Condition**

<b>What is the service? Am I eligible?</b>	Waiving of Age Condition to under 21 years who get age of majority:  The required age to get legally married is 21 years at least. However, due to convincing reasons, the Minister of Justice / Attorney General or his delegate, can admit the marriage to under 21 years old applicants
<b>Department to be approached</b>	Community Programs, Human Rights and Legal Aid Services
<b>When can I access the service?</b>	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
<b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b>	30 Days
<b>What, if any, are the costs for accessing the service?</b>	Free of charge
<b>What documents are required?</b>	- The motivation letter by the applicant addressed to the Minister of Justice / Attorney General with a copy to the Executive Secretary of the Sector who she / he

	<p>supposes the marriage will be celebrated;</p> <ul style="list-style-type: none"> <li>- The application letter from parents or tutor addressed to the Minister of Justice / Attorney General requesting the authorization of marriage;</li> <li>- Certificate of birth;</li> <li>- Certificate of pregnancy delivered by a recognized doctor, when the applicant is pregnant;</li> <li>- Certificate of orphan, when the applicant is an orphan</li> </ul>
<b>What is the procedure?</b>	The Motivation letter addressed to Minister should be deposited at the Reception. It is advisable to make follow-up of the file progress through the person in charge of the service
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	<ul style="list-style-type: none"> <li>- District/Sector</li> <li>- NPPA for Police clearance</li> <li>- Health Services ( Hospital)</li> </ul>
<b>Is there a complaint procedure?</b>	The complaint can be addressed to the Assistant Attorney/ Community Program, Human Rights and Legal AID Services; and when not solved, contact the Permanent Secretary /Deputy Attorney General. A last complaint should be lodged in written letter to the Minister
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit MINIJUST website: <a href="http://www.minijust.gov.rw">www.minijust.gov.rw</a> for information. For further information call on this telephone number: +250 252 586398 - +250 252 586561 during office hours.
<b>Available forms</b>	None
<b>Relevant legal documents</b>	Law regarding the Waiving of Age Condition

### **9. Type of service: Providing Licence to Professional Courts Bailiffs**

<b>What is the service? Am I eligible?</b>	Providing license to work as a Professional Bailiffs/Huissiers de Justice
<b>Department to be approached</b>	Community Programs, Human Rights and Legal Aid Services
<b>When can I access the service?</b>	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
<b>Time limit to access this service? or</b>	45 days

<b>Once a request is made or an application is submitted, how long will it take?</b>	
<b>What, if any, are the costs for accessing the service?</b>	Free of charge
<b>What documents are required?</b>	Request letter addressed to the Minister of Justice/Attorney General required documents to obtain the above service
<b>What is the procedure?</b>	Submit the request to the Minister of Justice/Attorney General (request letter addressed to the Minister of Justice/Attorney General)
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	None
<b>Is there a complaint procedure?</b>	The complaint can be addressed to the Assistant Attorney/ Community Program, Human Rights and Legal AID Services; and when not solved, contact the Permanent Secretary /Deputy Attorney General. A last complaint should be lodged in written letter to the Minister
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit MINIJUST website: <a href="http://www.minijust.gov.rw">www.minijust.gov.rw</a> for information. For further information call on this telephone number: +250 252 586398 - +250 252 586561 during office hours.
<b>Available forms</b>	Application to be downloaded on <a href="http://www.minijust.gov.rw">www.minijust.gov.rw</a>
<b>Relevant legal documents</b>	<ul style="list-style-type: none"> <li>- Law N° 09/2006 of 02/03/2006 modifying and complementing the Law n° 18/2004 of 20/06/2004 relating to the civil, commercial, labour, and administrative procedures</li> <li>- Law n° 31/2001 of 12 June 2001 establishing and instituting the organization of a Professional Court Bailiffs Association</li> <li>- Law n° 20/2006 of 22/04/2006 modifying and complementing the Law n° 13/2004 of 17 May 2004 relating to the code of Criminal Procedures</li> </ul>

**10. Type of service: Execution of Legal and Court Decisions/Professional Bailiff's and Execution of Judgment**

<b>What is the service? Am I eligible?</b>	Execution of Legal and Court Decisions
<b>Department to be approached</b>	Community Programs, Human Rights and Legal Aid Services
<b>When can I access the service?</b>	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
<b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b>	45 days
<b>What, if any, are the costs for accessing the service?</b>	Free of charge
<b>What documents are required?</b>	Request letter addressed to the Minister of Justice/Attorney General required documents to obtain the above service
<b>What is the procedure?</b>	Submit the request to the Minister of Justice/Attorney General (request letter addressed to the Minister of Justice/Attorney General)
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	None
<b>Is there a complaint procedure?</b>	The complaint can be addressed to the Assistant Attorney/ Community Program, Human Rights and Legal AID Services; and when not solved, contact the Permanent Secretary /Deputy Attorney General. A last complaint should be lodged in written letter to the Minister
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit MINIJUST website: <a href="http://www.minijust.gov.rw">www.minijust.gov.rw</a> for information. For further information call on this telephone number: +250 252 586398 - +250 252 586561 during office hours.
<b>Available forms</b>	Application to be downloaded on <a href="http://www.minijust.gov.rw">www.minijust.gov.rw</a>
<b>Relevant legal documents</b>	-Law N° 09/2006 of 02/03/2006 modifying and complementing the Law n° 18/2004 of 20/06/2004

	<p>relating to the civil, commercial, labour, and administrative procedures</p> <p>-Law n° 31/2001 of 12 June 2001 establishing and instituting the organization of a Professional Court Bailiffs Association</p> <p>-Law n° 20/2006 of 22/04/2006 modifying and complementing the Law n° 13/2004 of 17 May 2004 relating to the code of Criminal Procedures</p>
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### **11. Type of service: Management of Abandoned Property**

<b>What is the service? Am I eligible?</b>	Management of Abandoned Property
<b>Department to be approached</b>	Abandoned property management Unit
<b>When can I access the service?</b>	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
<b>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</b>	All working days
<b>What, if any, are the costs for accessing the service?</b>	Free of charge
<b>What documents are required?</b>	Those related to the property
<b>What is the procedure?</b>	None
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	Commission in charge of abandoned property on district level
<b>Is there a complaint procedure?</b>	The complaint can be addressed to the Director Abandoned Property; and when not solved, contact the Permanent Secretary /Deputy Attorney General
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit MINIJUST website: <a href="http://www.minijust.gov.rw/">www.minijust.gov.rw/</a> for information. For further information call on this telephone number: +250 252 586398 - +250 252 586561 during office hours.

<b>Available forms</b>	There are no specific forms
<b>Relevant legal documents</b>	They are provided in the Law ( <a href="http://www.minijust.gov.rw">www.minijust.gov.rw</a> or <a href="http://www.amategeko.net">www.amategeko.net</a> )

**12. Type of Services: Borrowing of books and news papers**

<b>What is the Service? Am I eligible?</b>	Borrowing of books and news papers: To general public, to the Students, researchers and workers on presentation of a student's card, identity card or a work permit.
<b>Department to be approached</b>	Library Services
<b>When can I access the service</b>	<b><u>Monday to Thursday:</u></b> From 07:00 am to 12:00 am From 01:00 pm to 05:00 pm  <b><u>Friday:</u></b> From 08:00 am to 12:00 am From 01:00 pm to 02:00
<b>Once a request is made or an application is submitted, how long will it take</b>	Immediately
<b>What, if any, are the costs for accessing the service?</b>	Free of charge
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>- Student's card;</li> <li>- Identity Card;</li> <li>- Work permit.</li> </ul>
<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>- The User should have reference of the document needed</li> <li>- The reference is presented to the counter</li> <li>- Once the document presented to the User, the later should fill in the borrowing form</li> </ul>
<b>What, if any, other institutions do I need to visit to access the service? (E.g. for payment of service costs or to get additional documents)</b>	None
<b>Is there a complaint procedure</b>	When there is a complaint, the User can contact the Director of Library Services either by physical contact or phone
<b>Is there any additional information regarding this service that is useful</b>	None

<b>to know?</b>	
<b>Available forms</b>	Borrowing form
<b>Relevant legal documents</b>	None

### 13. Type of services: Returning of books and news papers

<b>What is the Service? Am I eligible</b>	Returning of books and news papers to general public, to the Students, researchers and workers, Private individuals should return borrowed books, newspapers, dissertations, theses
<b>Department to be approached</b>	Library Services
<b>When can I access the service</b>	<b><u>Monday to Thursday:</u></b> From 07:00 am to 12:00 am From 01:00 pm to 05:00 pm  <b><u>Friday:</u></b> From 08:00 am to 12:00
<b>Once a request is made or an application is submitted, how long will it take</b>	Immediately
<b>What, if any, are the costs for accessing the service?</b>	None: However, if the document is returned late, a fee is payable to the MINIJUST account (RWF 1,000) per day and per newspaper. For the textbook it is RWF 2,000 per day and per textbook. For the dissertation or the thesis it is RWF 5,000 per day and per dissertation or per thesis.
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>- Borrowed book</li> <li>- Borrowed news paper</li> </ul>
<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>- The User should indicate his (her) name and the returning date to the counter</li> <li>- The User should take back the borrowing form</li> </ul>
<b>What, if any, other institutions do I need to visit to access the service? (E.g. for payment of service costs or to get additional documents)</b>	None
<b>Is there a complaint procedure</b>	When there is a complaint, the User can contact the Head of Library Services either by physical contact or phone
<b>Is there any additional</b>	None

<b>information regarding this service that is useful to know?</b>	
<b>Available forms</b>	None
<b>Relevant legal documents</b>	None

#### **14. Type of service: Providing Information and Orientation**

<b>What is the service? Am I eligible?</b>	Providing Information and Orientation to anybody who need it
<b>Department to be approached</b>	Administration and Finance
<b>When can I access the service?</b>	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
<b>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</b>	5:00 pm It is quick because we have Outlook facilitation 1 or 2 days
<b>What, if any, are the costs for accessing the service?</b>	Free of charge
<b>What documents are required?</b>	Written documents
<b>What is the procedure?</b>	Incoming mail, outgoing mail
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	Ombudsman, National Police
<b>Is there a complaint procedure?</b>	The complaint can be addressed to the Director of Administration and Finance; and when not solved, contact the Permanent Secretary /Deputy Attorney General
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit Website: <a href="http://www.minijust.gov.rw">www.minijust.gov.rw</a> for information. For further information call on this number:(250) 252586561 Fax : (250) 252586509 during office hours.
<b>Available forms</b>	None
<b>Relevant legal documents</b>	None

Approved by: **KARUGARAMA Tharcisse**  
Minister of Justice/Attorney General